

IN THE CLAIMS:

Please CANCEL claims 3-8, 10-11, 13-25, without prejudice or disclaimer.

Please AMEND the claims and ADD new claims as indicated below:

1. (CURRENTLY AMENDED) A method ~~for remote control of a test and measurement device connected to a device under test, the method comprising the steps of~~comprising:

providing an analysis tool kit including a computer and located at a customer test site, the customer test site having a test and measurement device coupled to a device under test via a connection;

communicatively coupling the analysis tool kit to the test and measurement device;

providing a remotely-located test analysis call center configured to establish a communication session with the analysis tool kit, to thereby allow computer-controlled analysis of the device under test from the call center through the computer in the analysis tool kit and the test and measurement device in response to an operator request generated from the customer site;

directing a video camera on the connection, to thereby produce a video image of the connection;

transmitting the video image to the remotely-located call center through the analysis tool kit, to thereby allow the video image of the connection to be viewed at the remotely-located call center.

~~transmitting test and measurement device identification data via the analysis tool kit to the remotely-located test analysis center;~~

~~transmitting device under test data via the analysis tool kit to the remotely-located test analysis center; and~~

~~configuring the remotely-located test analysis center in response to the device under test identification data and the test and measurement device identification data.~~

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26. (NEW) A method as in claim 1, further comprising:  
when the transmitted video image as viewed at the call center indicates that the connection is improper, telephoning from the call center to the customer site to fix the improper connection.

27. (NEW) An apparatus comprising:  
means for providing an analysis tool kit including a computer and located at a customer test site, the customer test site having a test and measurement device coupled to a device under test via a connection;  
means for communicatively coupling the analysis tool kit to the test and measurement device;  
means for providing a remotely-located call center configured to establish a

communication session with the analysis tool kit, to thereby allow computer-controlled analysis of the device under test from the call center through the computer in the analysis tool kit and the test and measurement device;

means for directing a video camera on the connection, to thereby produce a video image of the connection; and

means for transmitting the video image to the remotely-located call center through the analysis tool kit, to thereby allow the video image of the connection to be viewed at the remotely-located call center.

28. (NEW) An apparatus as in claim 27, further comprising:

means for, when the transmitted video image as viewed at the call center indicates that the connection is improper, telephoning from the call center to the customer site to fix the improper connection.

29. (NEW) An apparatus comprising:

a remote analysis computer at a test site and communicating with a test and measurement device at the test site, the test and measurement device coupled to a device under test via a connection;

a remotely-located call center communicating with the remote analysis computer to thereby to allow analysis of the device under test from the call center via communications between the call center and the remote analysis computer and communications between the remote analysis computer and the test and measurement device; and

a video camera at the test site and directed on the connection to produce a video image of the connection, wherein the video camera communicates with the remote analysis computer to transmit the video image to the call center through the remote analysis computer, to thereby allow the video image of the connection to be viewed at the call center.

30. (NEW) An apparatus as in claim 29, further comprising:

a telephone located at the call center so that, when the transmitted video image as viewed at the call center indicates that the connection is improper, a call can be made to the test site to fix the improper connection.

31. (NEW) An apparatus comprising:

remote analysis tool kit located at a test site and including

a remote analysis computer at the test site and communicating with a test and measurement device at the test site, the test and measurement device coupled to a device under test via a connection, the remote analysis computer communicating with a remotely-located call center to thereby to allow analysis of the device under test from the call center via communications between the call center and the remote analysis computer and communications between the remote analysis computer and the test and measurement device;

41 a camera port connecting a video camera to the remote analysis computer, the video camera directed on the connection to produce a video image of the connection, wherein the video camera communicates with the remote analysis computer through the camera port to transmit the video image to the call center through the remote analysis computer, to thereby allow the video image of the connection to be viewed at the call center.

32. (NEW) An apparatus as in claim 31, further comprising:

a telephone located at the call center so that, when the transmitted video image as viewed at the call center indicates that the connection is improper, a call can be made to the test site to fix the improper connection.

33. (NEW) An apparatus as in claim 31, further comprising:

means for, when the transmitted video image as viewed at the call center indicates that the connection is improper, making call from the call center to the test site to fix the improper connection.

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